Managing through Social Media Networks

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Icebreaker

Common Abbreviations Game

411 cob

511 nsfw

ttyl

imho fb

brb ttfn

wb weg

http://www.netlingo.com/dictionary/all.php

Agenda

- Social Media What it can do for you
- Tools Tips for using Social Media technology
- Overview of Social Media Sites
- Agency example Glacier National Park
- Secret Source for all things social media!

Social Media

What is it?

- On-line technologies that allow 2-way communication between users – everyone can create web content
- The internet has transformed from a place to house brochures to a place to house conversations
 - ► Early web provided an online platform to display information
 - Search engine revolution allowed users to interact with web
 - ► Social media revolution allows users to create content (Web 2.0)

Social Media

- Why is it so popular?
 - Social media tools give people a voice
 - Provides an unprecedented opportunity to voice knowledge, experience, and opinions
 - Offers a platform for sharing content (photos, video, documents)
 - Narcissism??? Everyone wants to be "liked"

Social Media Myths

- Aren't people who use social media less likely to be outside visiting our sites?
 - NO! It's becoming as common as email or cell phones
- Doesn't this only reach the younger crowd?
 - No! Stats show that every age group is using social media



Social Media

- What can it do for managers?
 - Collaborate across institutional boundaries
 - Connect with the public in real time

Online wildlife conference/ http://americaswildlife.org/conference/



Social Media

- What can it do for managers?
 - Draw on the power "of the people"

Example: Fundraising (Using Facebook, the public voted on who would win a \$5000 grant from Energizer)



Connecting with Your Audience It's not about you – it's all about "them"

Your audience must feel that they:

- Have something to gain when they see your agency online or in their news feed
- Are being asked to share their experiences
- Know you have their interests in mind
- Are engaging with a human presence, not an impersonal agency

Where do I start?

Best for Community Engagement

- Facebook (social networking)
- YouTube (video sharing)
- Twitter (similar to texting on cell phone)
- Blogging (web logs / discussion forum)

Facebook Fun

- Facebook is not another place to build a webpage or make public announcements
- Facebook is a place for one-to-one interaction
- Create an online persona animal, mascot, character, ranger (ex. Penelope Seal is the spokes-seal for TOPP (Tagging of Pacific Predators). Read an article about her: http://www.npr.org/templates/story/story.php?storyId=101413638
- Most agencies use Facebook poorly they fail to make fun and frequent (daily!) posts

Facebook Fun

- Ask seasonals, interns, or students to develop a list of 365 fun "posts" about your site
- For events, create a list of 'leading-up-to' posts when you develop flyers and press releases
- Use a site like Hoot Suite to control the timing of updates and posts
- Link to other social media sites like Twitter

You & YouTube

YouTube is NOT a new place to show educational videos

 Find a high school or college film-making class and ask them to make fun 30-second videos

Read Film Making Books:

Making it Big in Shorts: The Ultimate Filmmaker's Guide to Short Films, 2nd ed. by Kim Adelman

You & YouTube

- YouTube encourages "viral" marketing other people spread a message for you
- For a video to "go viral," it must be so irresistible that people have to share it
- ► Ideally, videos should be super-short (30-45 seconds) and a lot of fun
- Most agencies use YouTube poorly they post long and dull "educational" videos

YouTube Examples

The 30-Second Video: http://www.youtube.com/watch?v=BZP1rYjoBqI

This silly video has been viewed more than 1,800,000 times

Compare to: http://www.youtube.com/user/NationalParkService#p /u/7/4j2 E35UdTU

This is 2 min, 43 sec. The video was posted a year earlier, but has been viewed only 800 times

Twitter Tips

- Send out fun facts of 140 characters or less
- Use tweets to communicate safety & security info
- Users can "re-tweet" to their followers
- Link shortening, twitpic, twitvid, twitdoc allows you to share links, photos, videos, & press releases

http://technmarketing.com/web/ten-things-you-must-know-before-using-twitter/

Twitter Tips

- Travelers use Twitter to reach out and ask for advice on places to visit and things to do
- Twitter is perfect for promoting events in real-time
- Send out periodic updates leading up to an event
- Websites (Hoot Suite & Tweet Deck) are available that allow Twitter updates to be pre-scheduled

Tweets from Joshua Tree NP

- Ever seen two tortoises fight? [video link]
- Thinking of camping in Joshua Tree NP? Consider reserving a campsite - go to recreation.gov
- How's the weather & air quality at Joshua Tree? [webcam link]
- Evening Program Saturday night @ Black Rock Campground All are invited to attend, not just campers
- What is the difference between a nat'l park, nat'l monument, or the over 15 other NPS site designations? [link]

Better Blogging

- Write short observations that induce thought
- Invite discussion by asking open-ended questions
- Less is more: over 400 words is an article, not a blog post!
- Break up larger topics into smaller pieces that are easier to digest
- Add "tags" to identify what your post is about (Travel)

Better Blogging

- Add a photo to increase chances of being "front paged"
- Write a snappy title, keeping in mind that blogs are searchable and should state topic clearly
- Delay revealing the 'punch-line' users must click the post to obtain the information promised by the title
- Provide information (how-to lists, etc) that people want
- Break text into easy-to-skim paragraphs & bullets

www.wordpress.com

Challenges to Using Social Media

Cost – Great news: social media is free! Hiring a social media specialist is NOT free. Agencies must realize social media is an essential component of communication.

Control – You can't control the response to your agency (open to criticism & complaint) Can you handle it?

 Time – Using social media effectively is time consuming! (Solutions? Develop web updates in advance; pre-schedule posts; ask for help)

Save Time: Integrate

- Automatic sharing a new blog post shows up on Facebook, Twitter, etc
- Social Media dashboard (ex. Hoot Suite) manage multiple tools in one place
- Add Facebook social plugins to your web page
 - Read more on how to do this:
 http://developers.facebook.com/docs/guides/web/

Save Time: Ask for Help

Research & Share (R&S) Team

Recruit staff members, volunteers, friendsgroups, and students to research "shareworthy" items

Collect a database of posts, tweets, pics, videos, etc. to be posted on agency social networking sites

Save Time: Ask for Help

Ambassador Program

Increase your reach by recruiting volunteers to share on their *personal* social networking sites:

Live Well Colorado Ambassador Program

www.livewellcolorado.org

Volunteers receive a timeline of suggested posts & links to share with their personal friends – significant increase in web "hits"

Top 5 Mistakes - How to Avoid

- ▶ Be a good listener don't just talk! Learn from others
- Be concise blogs < 400 wordsvideo < 90 seconds (30 sec. is better)
- ▶ Be frequent post & tweet daily if possible
- Be genuine don't "sell" or "announce"
- ▶ Be fun don't be a bore!

Remember

 Social media is NOT about advertising, selling, marketing, or making public service announcements

 Social media is about sharing, dialogue, conversation, friendship, and FUN

 Social media builds relationships – you must give a little of yourself to meet the needs of others You've heard the saying, "The best advertising is word-of-mouth."

Now it may be, "The best advertising is word-of-text."

Social Media Sites

An Overview

Facebook

facebook

Home

Profile

Friends Inbox 1 Heidi Bailey Settings Logout



View Photos of Penelope (47) Send Penelope a Message Poke Penelope

Penelope Seal is just keep swimming, just keep swimming! 6 hours ago

Wall

Info

Photos

Boxes

Basic Information

Sex:

Female.

Birthday:

January 1

Relationship Status:

It's Complicated

Interested In:

Men

Other

Looking For:

Whatever I can get

Political Views:

Personal Information

Relationship Status:

It's Complicated

Information

Birthday:

January 1

Activities:

stardom....and of course TRAVEL. I love exploring the hundreds of kilometers of north pacific in search of fish, squid, fish and some more squid, Lately I've molted my old fur, and I grew a new really nice coat that I showed off for awhile at Año Nuevo State Reserve in California. Then I got hungry so lately I've busy building up my blubber layer for the next fast by eating, a lot.

Being the coolest animal on TOPP.org, which is leading to seal

Interests:

Calamari, finding amazing oceanographic features like eddies and seamounts, meeting new seals back at Año Nuevo, beach going, sunbathing, sleeping, sand throwing, and diving deep in the ocean.

Favorite Movies:

TOPP on YouTube, Documentaries on Elephant Seals, Blue Planet,

Deep Blue, and Finding Nemo.

About Me:

Penelope here, Tagged in June, I spent the last few months finding "hot spots" filled with squid and other delectables in the wide blue

Pacific Ocean, I've travel thousands of miles, and now I'm heading back to my personal beach -- Año Nuevo State Reserve in Northern

California.

I'm all seal, no elephant whatsoever. In Greek mythology, Penelope stayed home while her hubby, Odysseus, traveled for several years. Other guys tried to marry her, but she remained loyal to him. Even though I travel as much as any male elephant seal. I'm true-blue to my beach. That's where I molt, mate and give birth, one pup at a time.

Friends

3,358 friends

See All



Salazar



Benson



Brigida



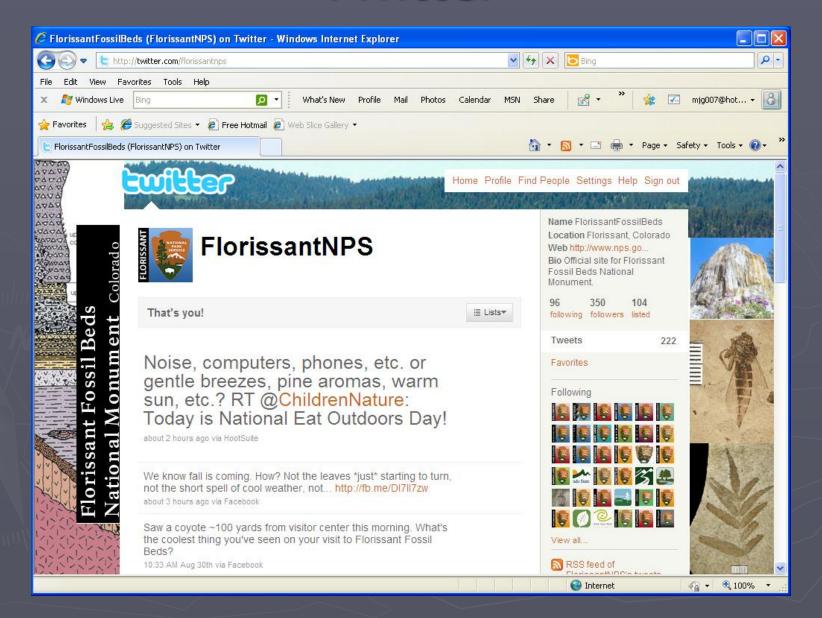
Hansley



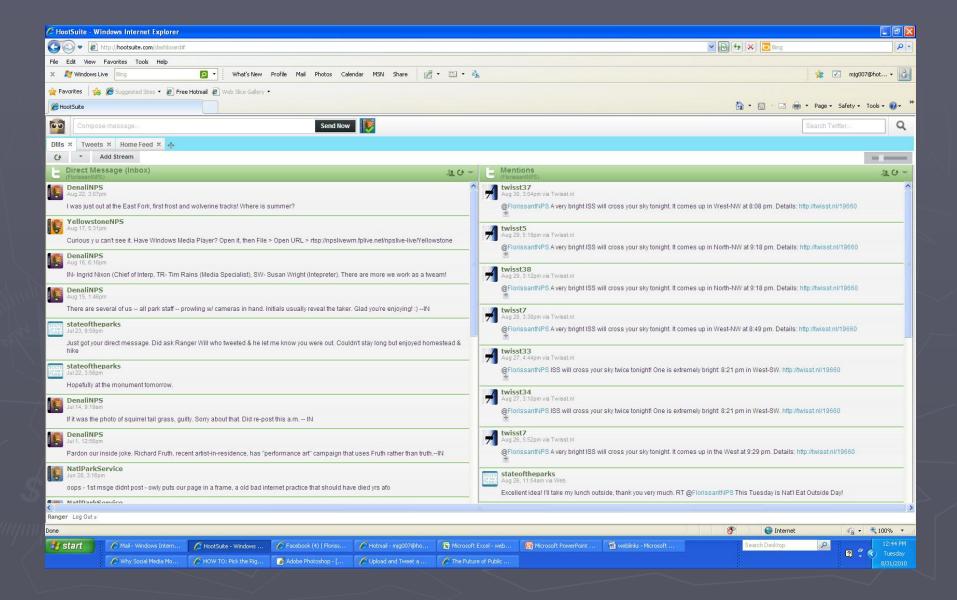
Kieselstein – Michniewicz



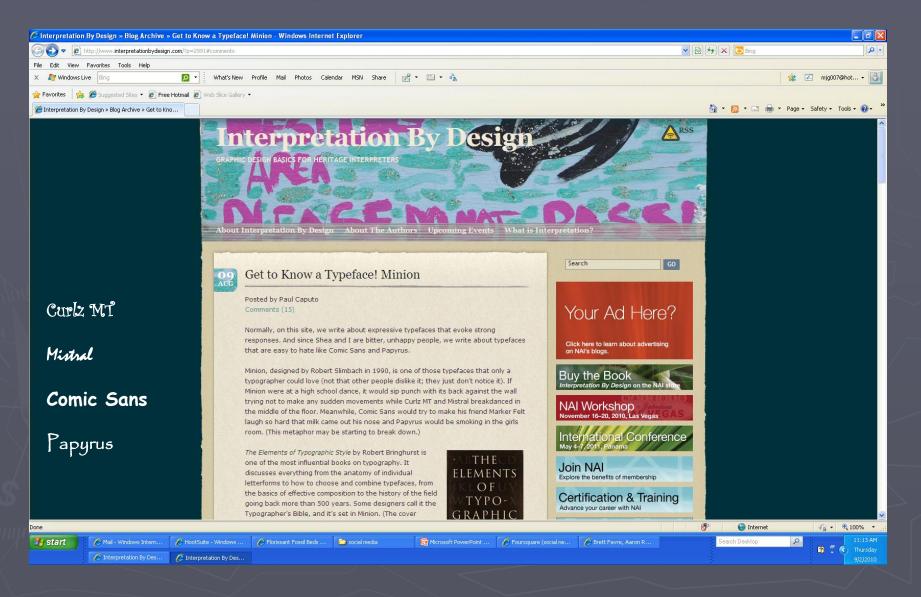
Twitter



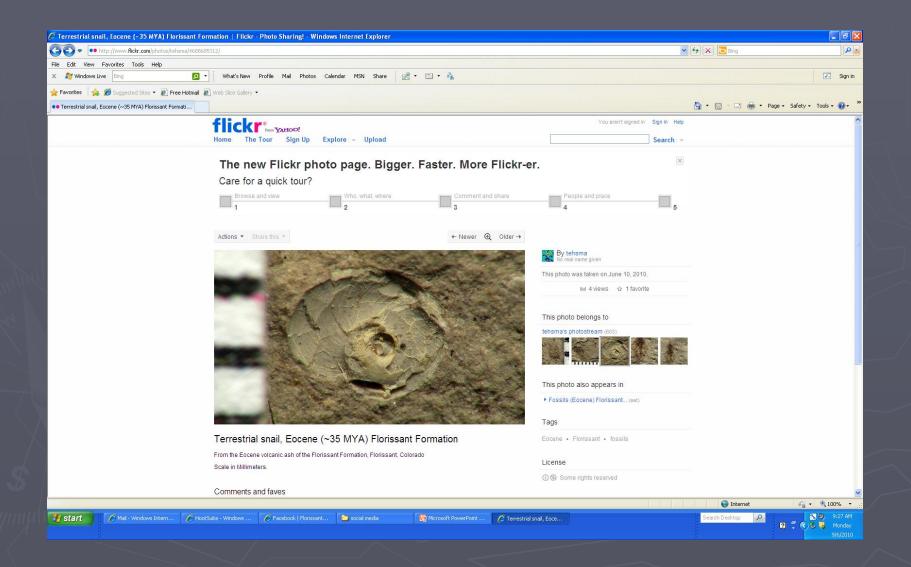
Twitter via Hootsuite



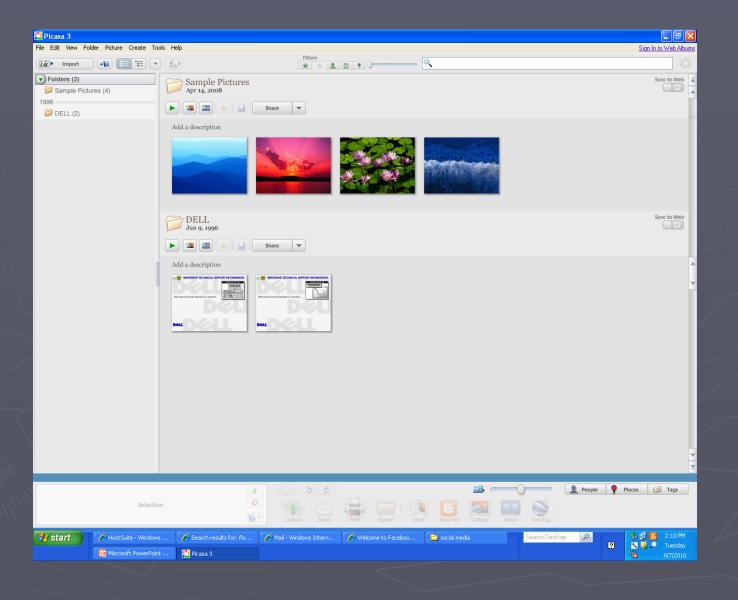
Blogs – Web Logs



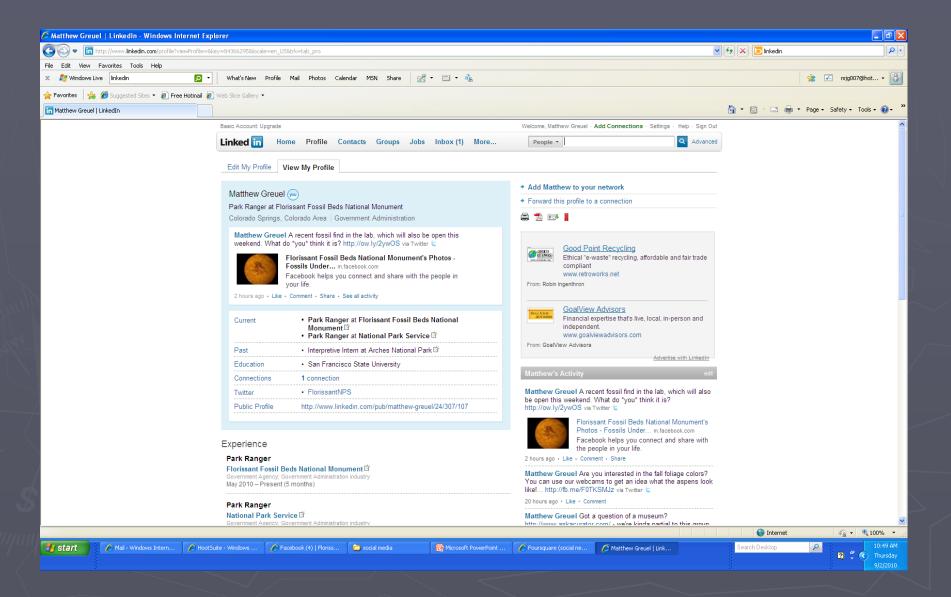
Flickr – Yahoo's photo sharing site



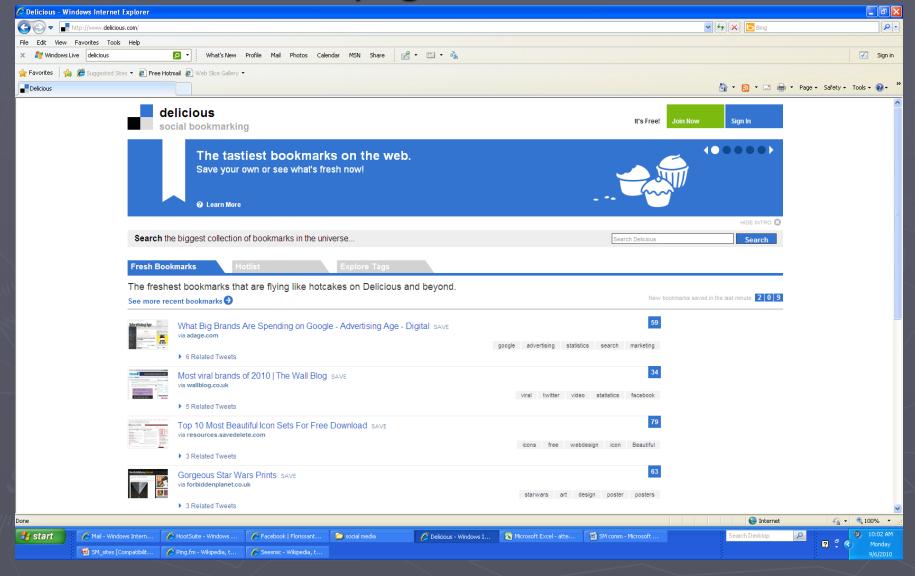
Picasa – Google's photo sharing site



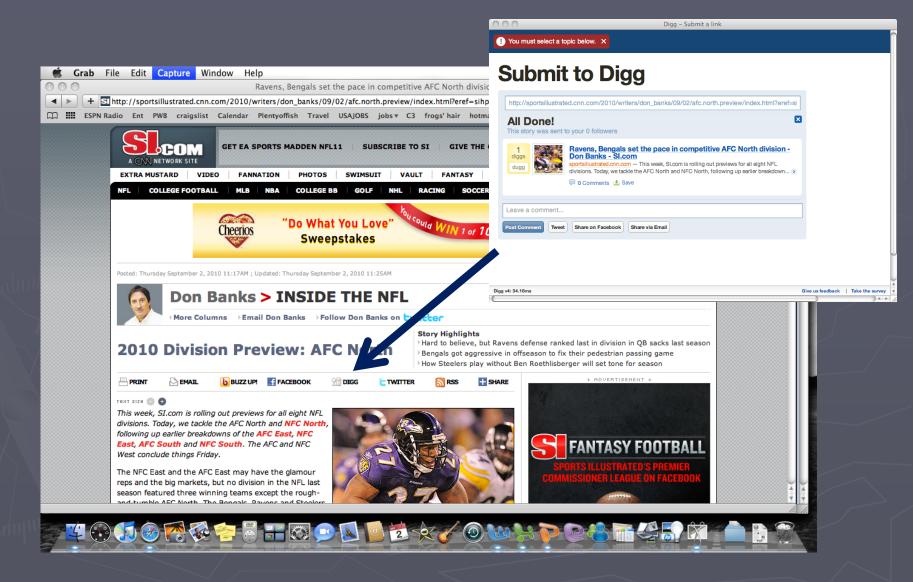
LinkedIn – "Facebook for Professionals"



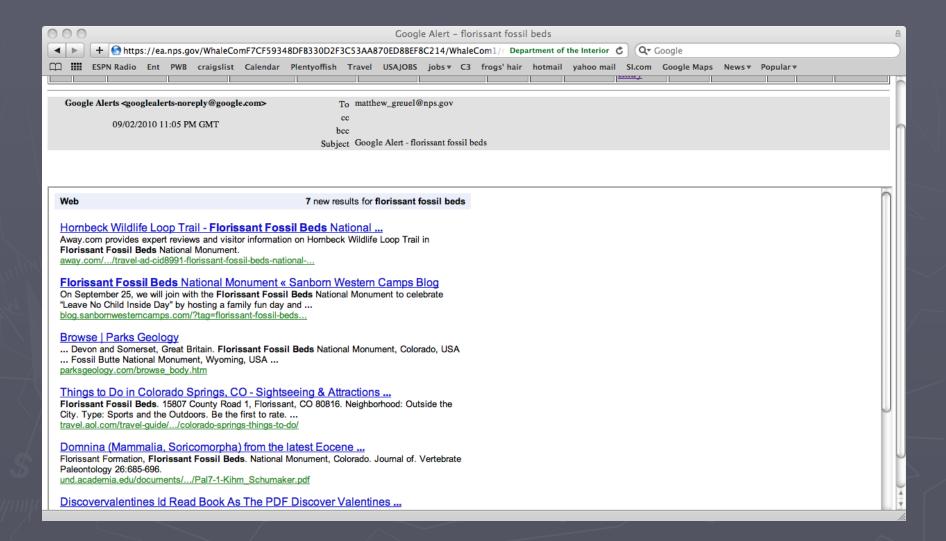
Delicious – Social bookmarking site for sharing webpage "favorites"



Digg – News aggregation site



Google Alerts (latest search results based on search term)



RSS: Really Simple Syndication

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http://www.nps.gov/feeds/rss-help.htm

What Is RSS?

RSS stands for Really Simple Syndication. It's an easy way for you to keep up with news and information that's important to you, and helps you avoid the conventional methods of browsing or searching for information on websites. Now the content you want can be delivered directly to you without cluttering your inbox with e-mail messages. This content is called a "feed."

RSS is written in the Internet coding language known as XML (eXtensible Markup Language).

What is an RSS Reader?

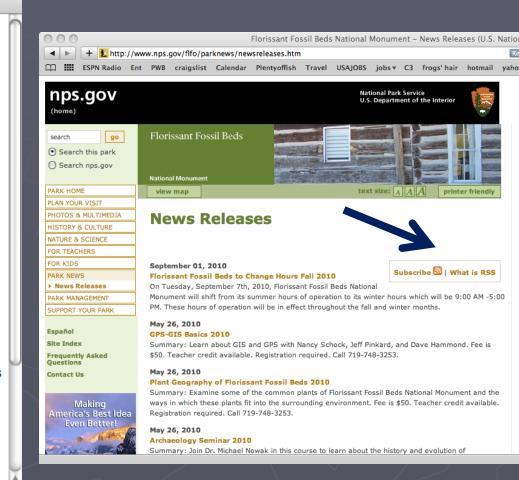
An RSS reader is a small software program that collects and displays RSS feeds. It allows you to scan headlines from a number of news sources in a central location.

Where Can I Get an RSS Reader?

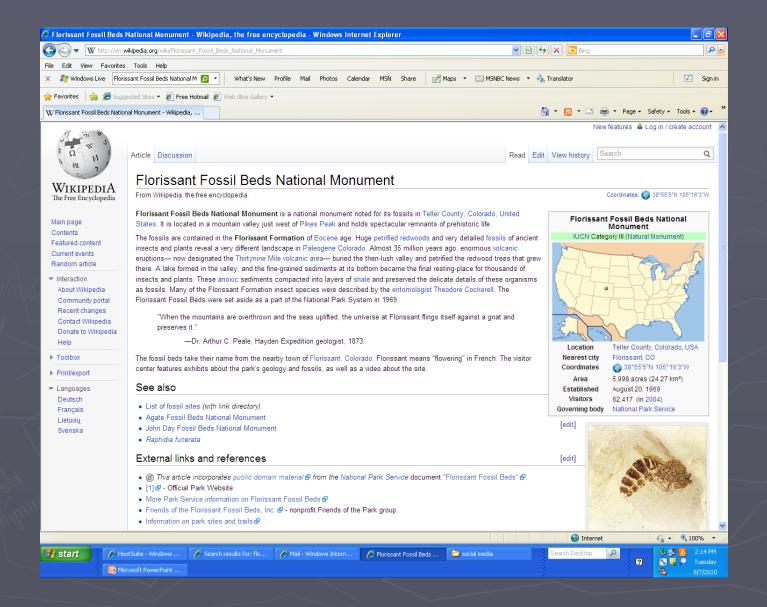
Some browsers, such as the current versions of Firefox and Safari have built in RSS readers. If you're using a browser that doesn't currently support RSS, there are a variety of RSS readers available on the web; some are free to download and others are available for purchase.

How Do I Use RSS Feeds?

The first step is to choose an RSS reader. Each reader has a slightly different way of adding a new feed, also called a "channel." Follow the directions for your reader but, in most



Wikis – collaborative website



Apps

Apps are programs for platforms: Facebook, iPhone, etc. (just like Applications for your computer)

Mobile applications are the future!

Here's an example from the National Park Service: http://www.nps.gov/nama/photosmultimedia/app-page.htm

QR (Quick Response) codes:



Agency Example – Glacier NP

This agency offers several social media outlets:

- YouTube http://www.youtube.com/glaciernps, people view everything from park safety films, video of recent park activities, and historic films.
- Facebook http://www.facebook.com/GlacierNationalPark
 where fans can share their Glacier experiences and weigh in on topics impacting the park.
- Flickr http://www.flickr.com/photos/glaciernps, digital images from the park are available.

Agency Example – Glacier NP

- Twitter: Park news, road updates, and weather conditions http://www.twitter.com/glaciernps
- Blogs: Park employees share their perspectives and experiences
 - http://www.nps.gov/glac/parknews/blogs.htm
- RSS News Feed: provides park news releases and other updates
 - http://www.nps.gov/glac/parknews/newsfeed.htm

The 'Secret Source'

All you ever wanted to know about social media

www.mashable.com



Mashable Examples

- The Facebook Guidebook:
 http://mashable.com/guidebook/facebook
- The Twitter Guidebook:
 http://mashable.com/guidebook/twitter
- 9 Ways to Find Twitter Users in your Town: http://mashable.com/2009/06/08/twitter-local-2
- 5 Free Services for Pre-Scheduling Twitter Updates: http://mashable.com/2010/04/30/schedule-tweets

Mashable Examples

- 5 Rules for Better Web Writing: http://mashable.com/2009/09/08/web-writing
- 5 Ways Non-profits can Increase Engagement with YouTube: http://mashable.com/2010/03/26/non-profits-youtube
- 5 Tips for Creating Non-Profit Online Communities: http://mashable.com/2010/02/12/non-profit-communities

Logging Off



Thank you,

Heidi